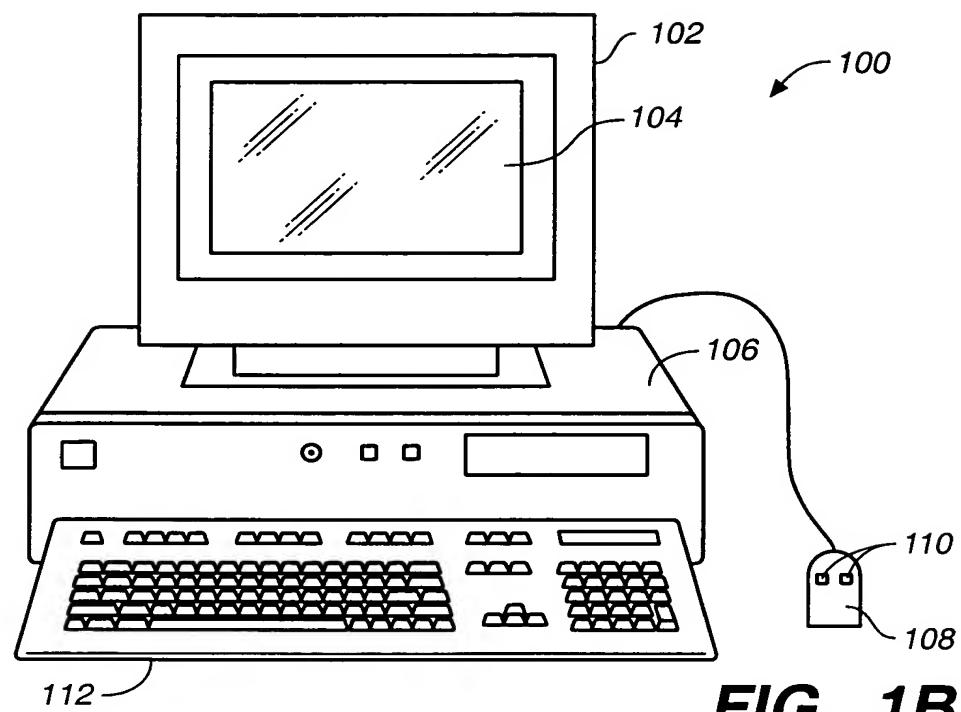
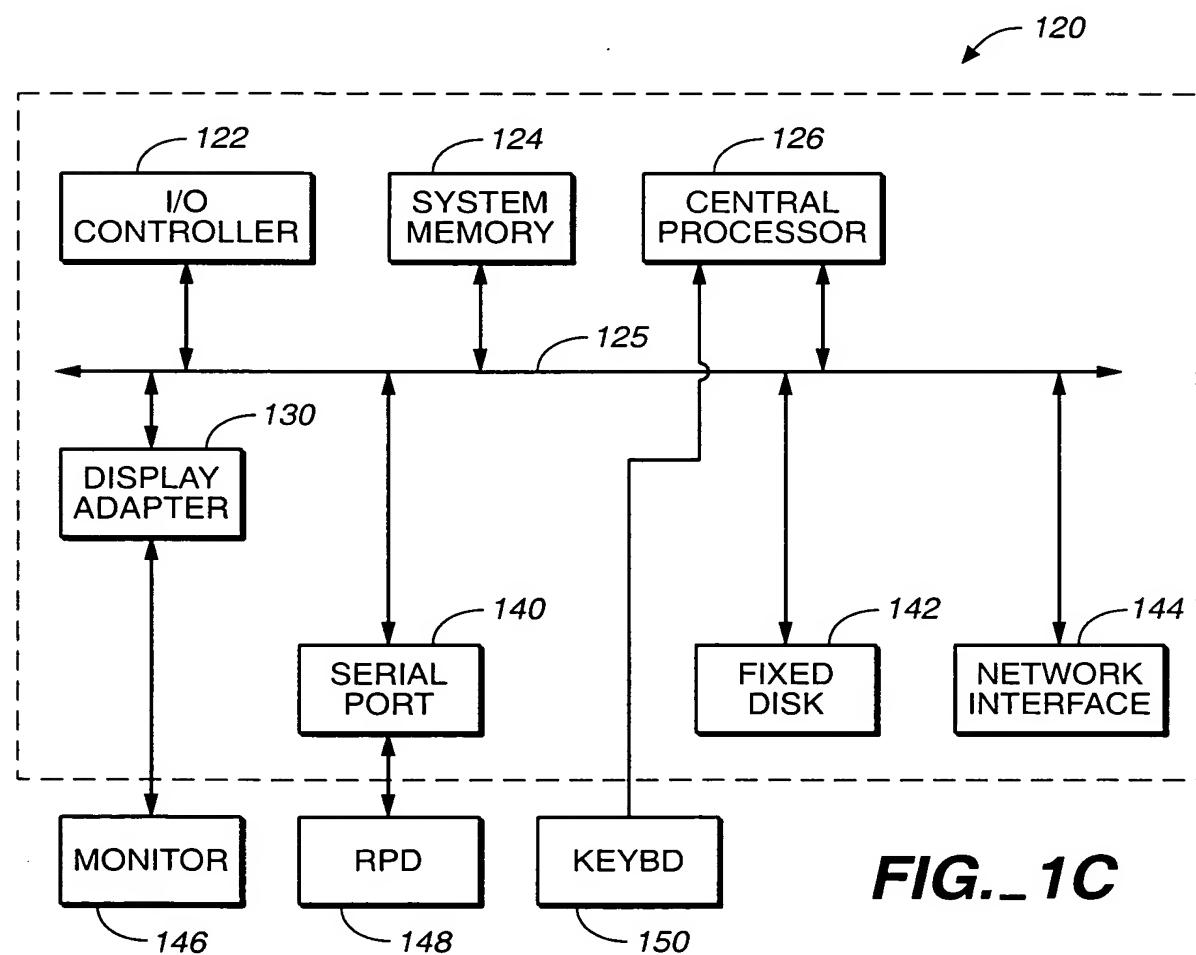


FIG. 1A

**FIG._ 1B****FIG._ 1C**

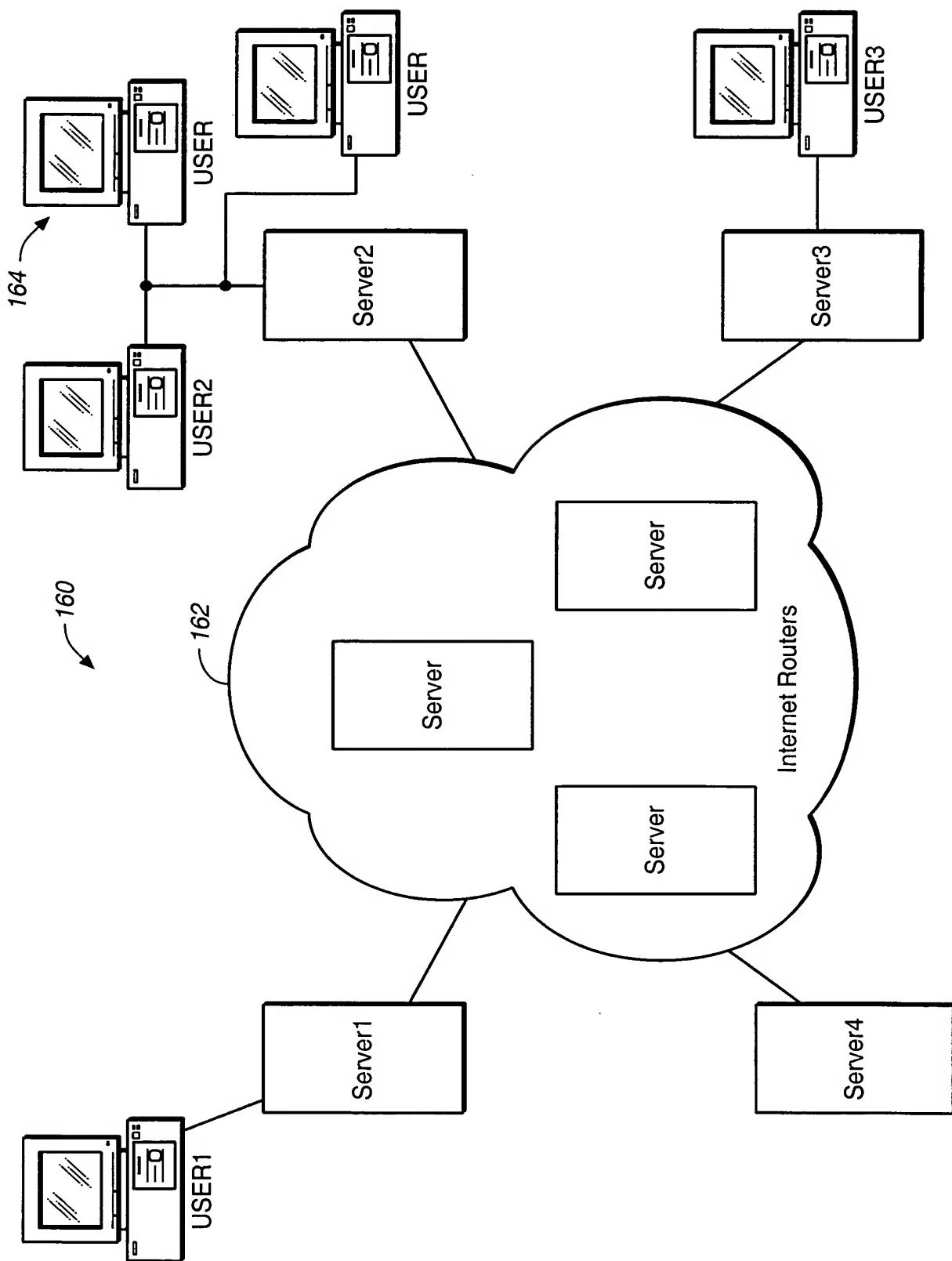


FIG.- 1D

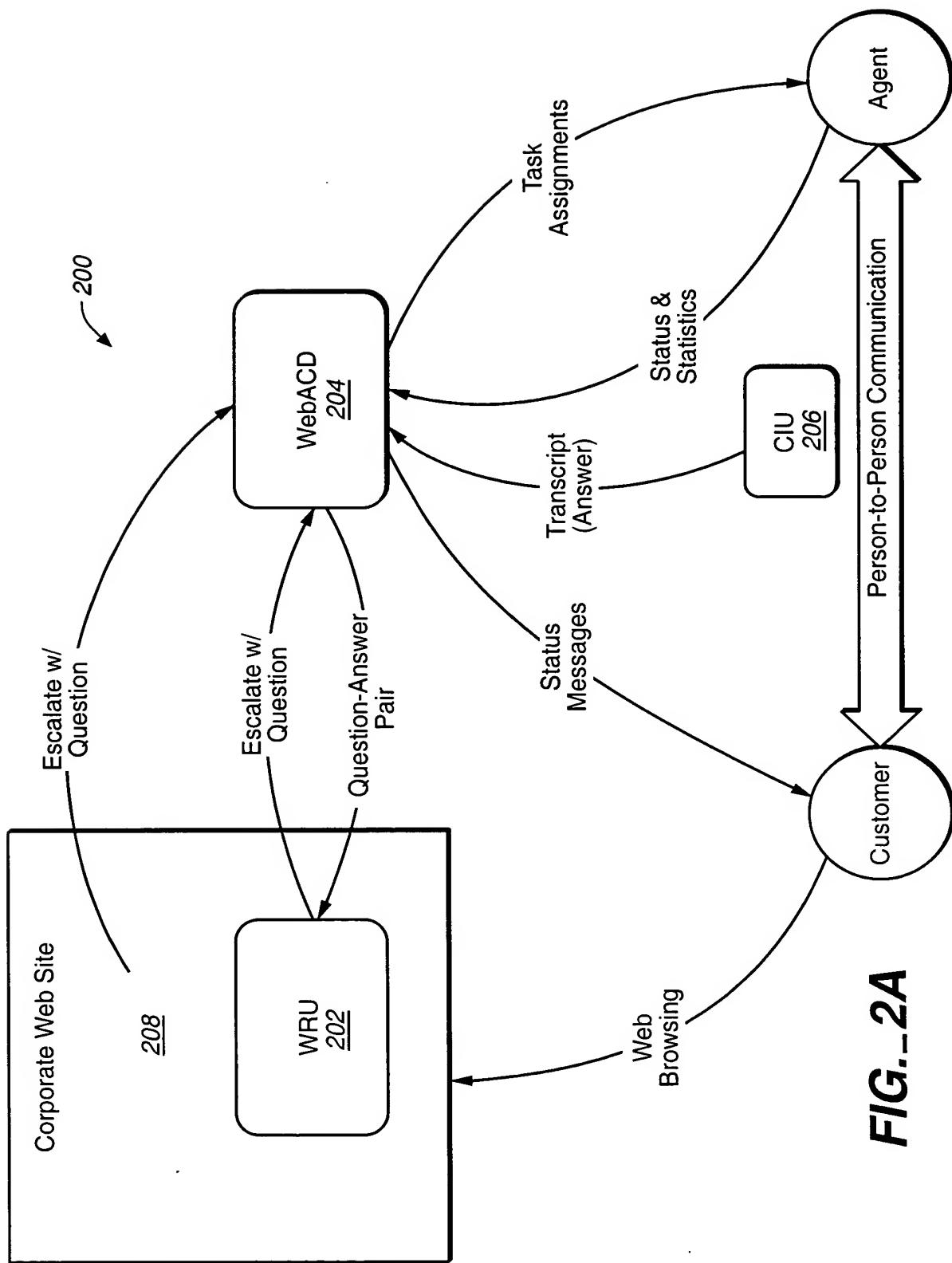
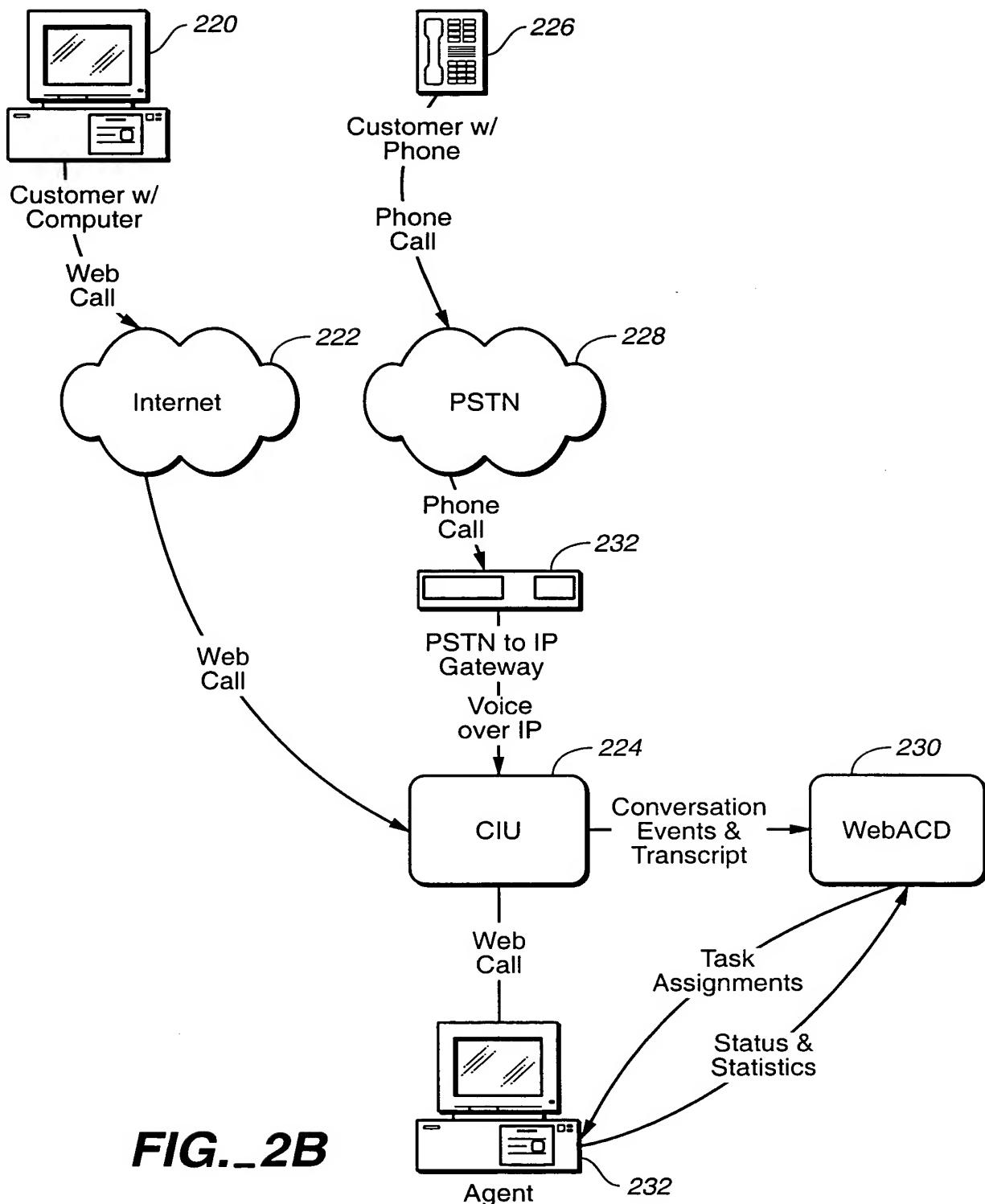


FIG._2A

**FIG._2B**

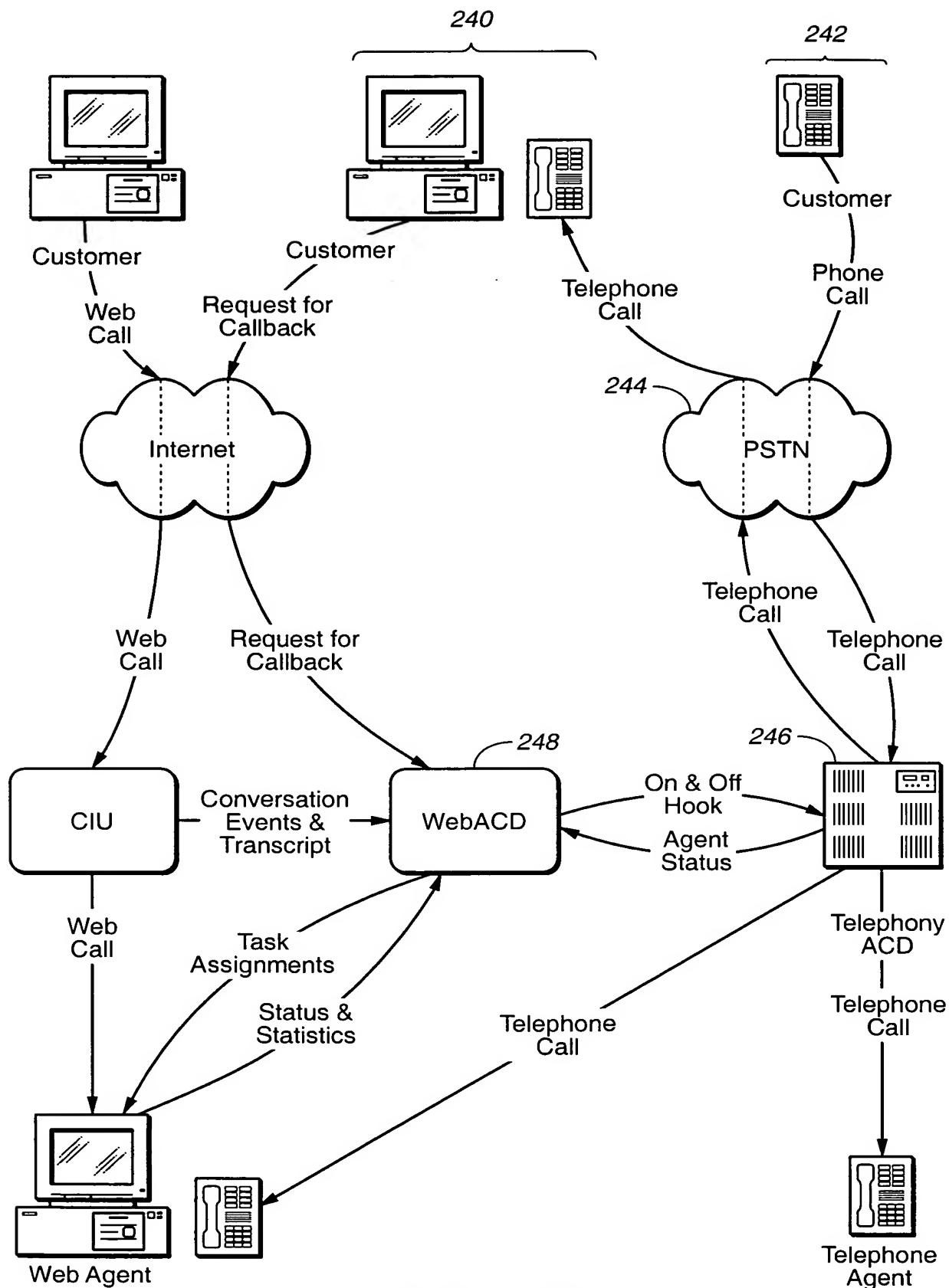


FIG._2C

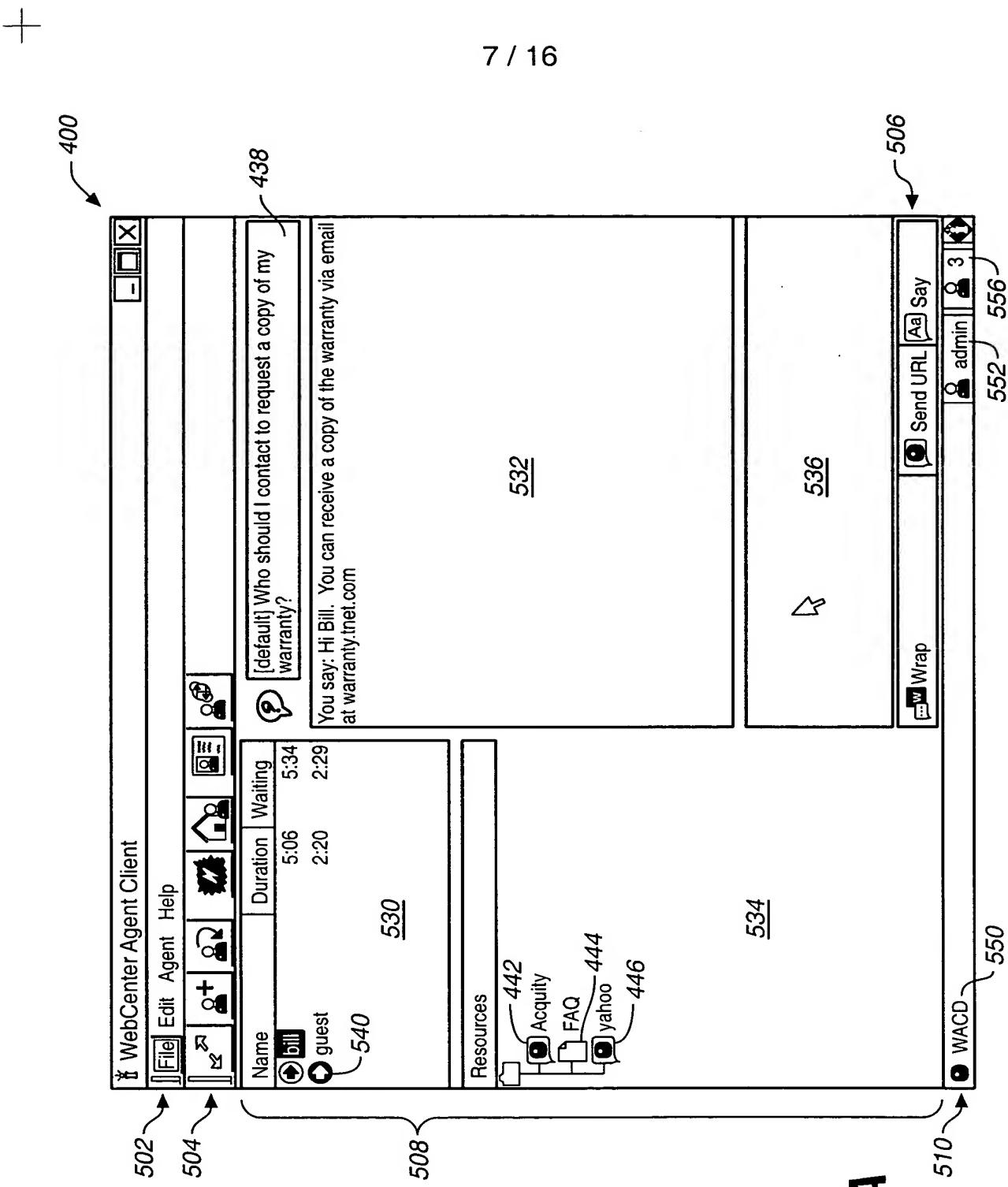
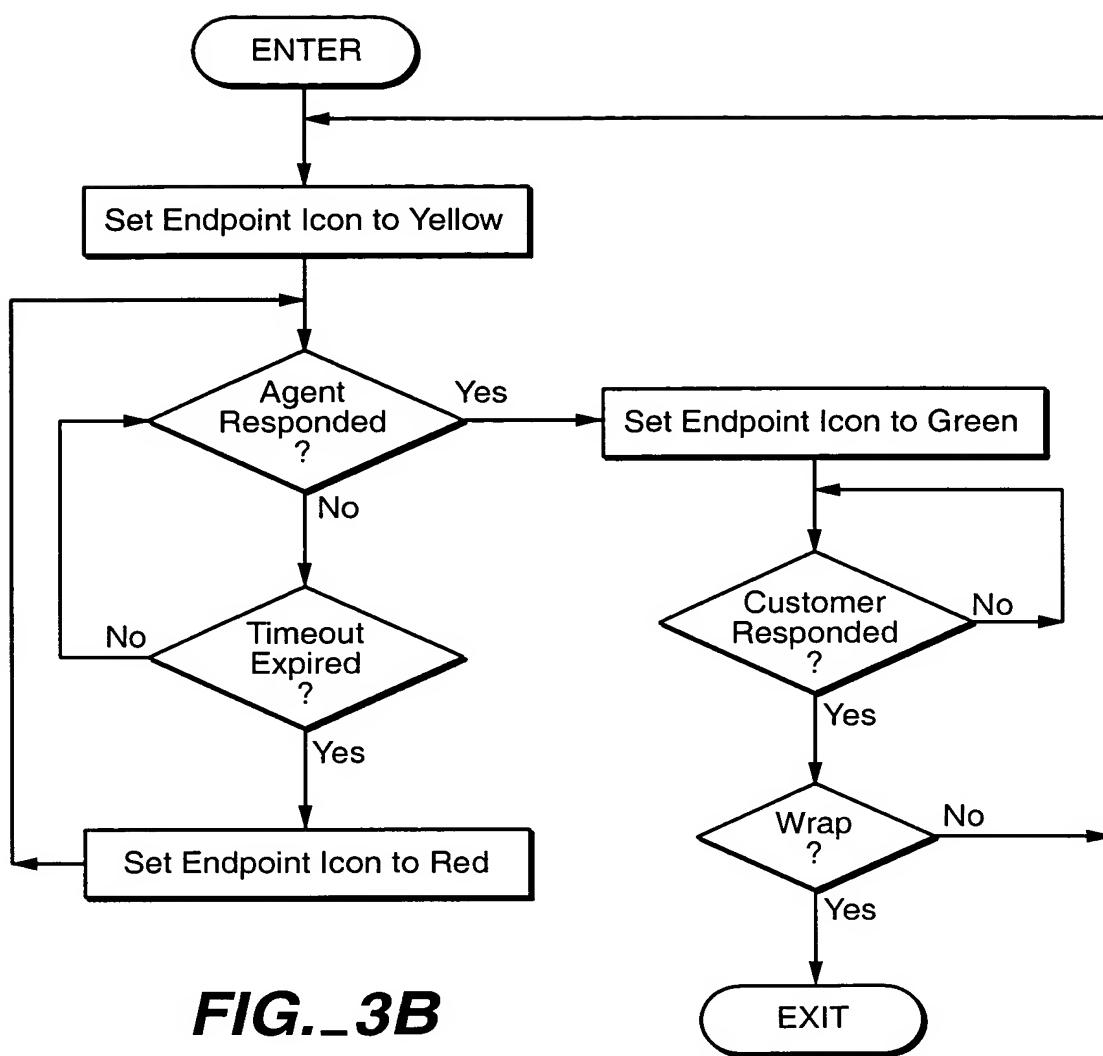


FIG._3A

**FIG._3B**

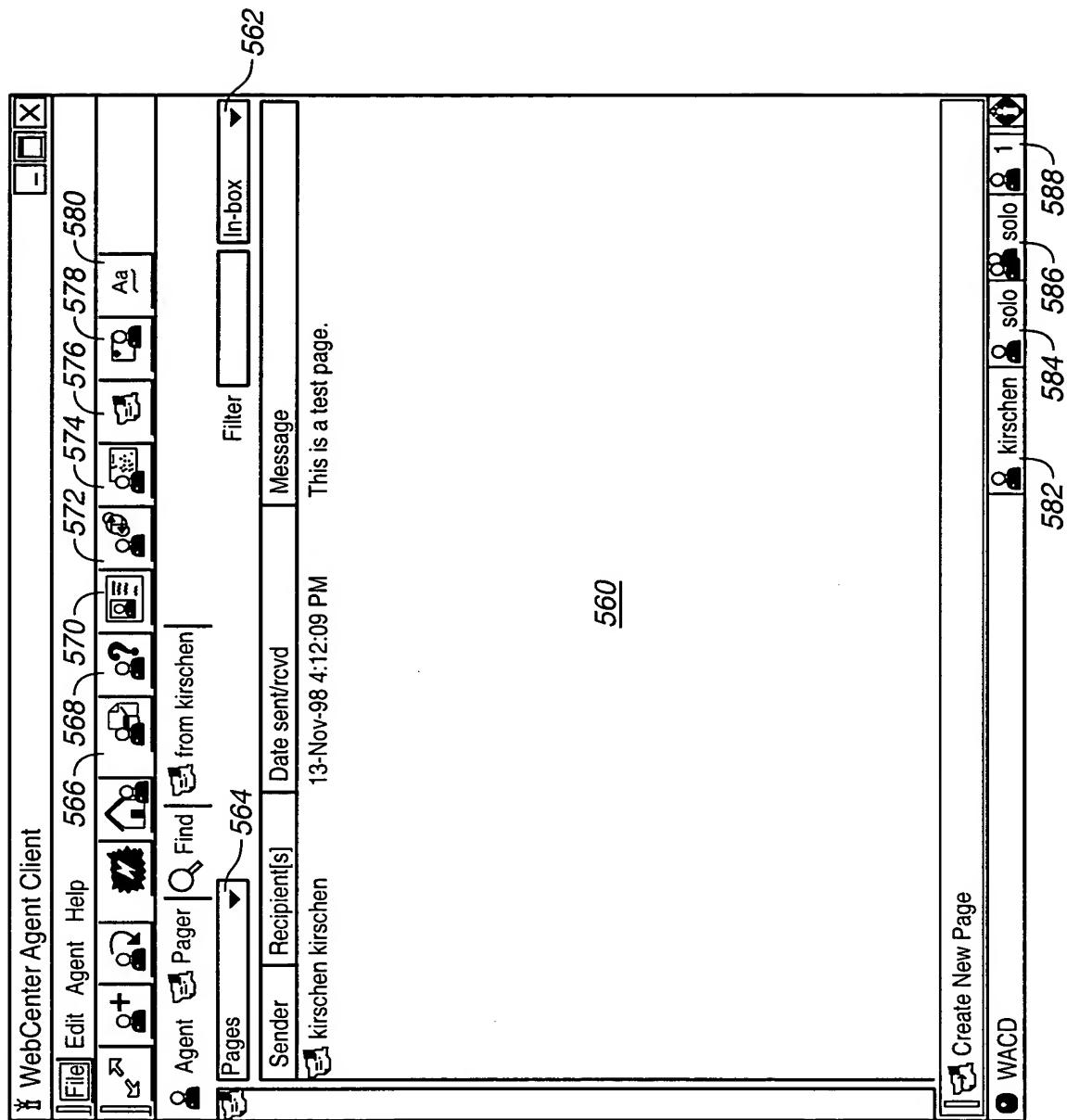


FIG._3C

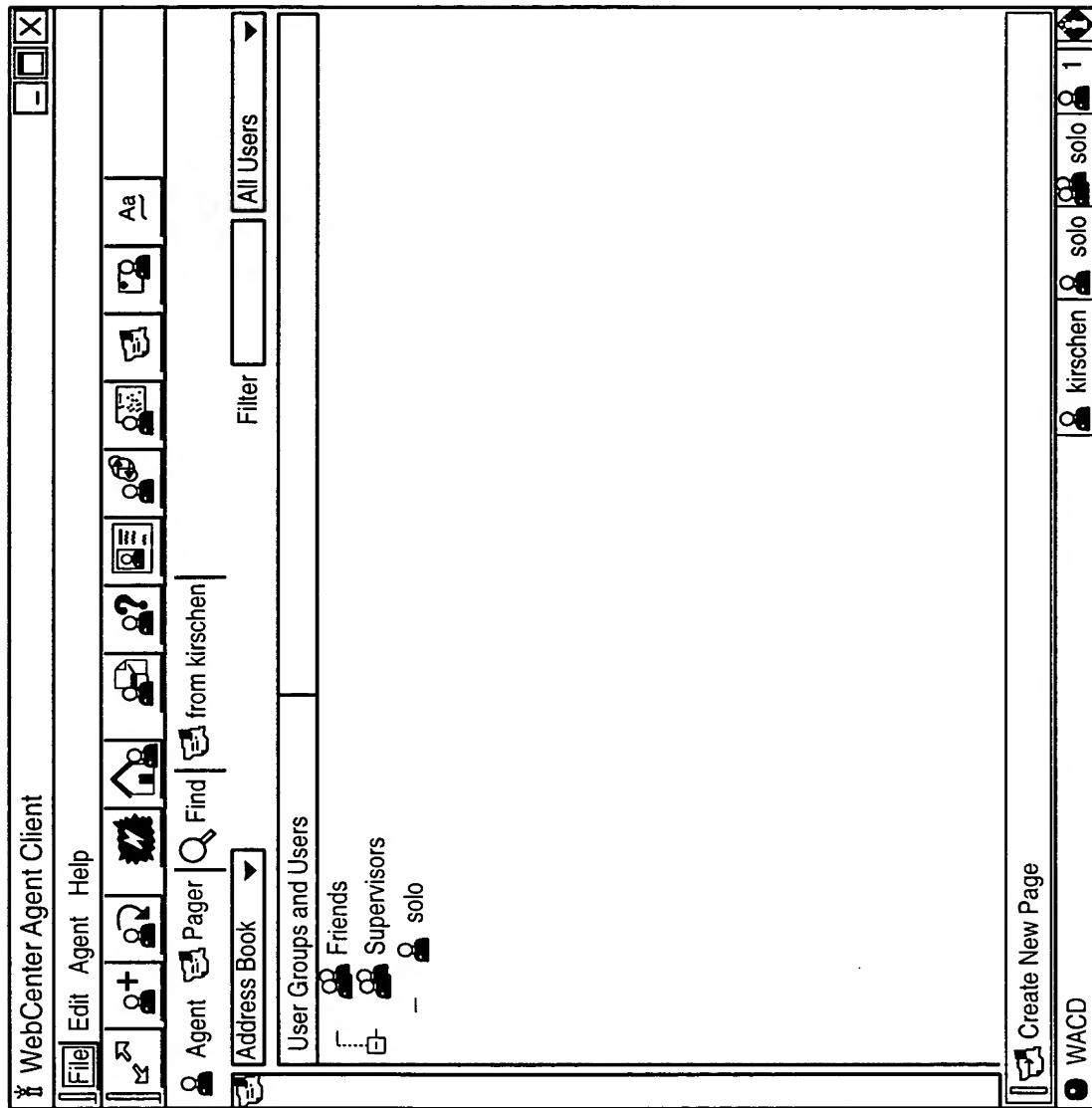
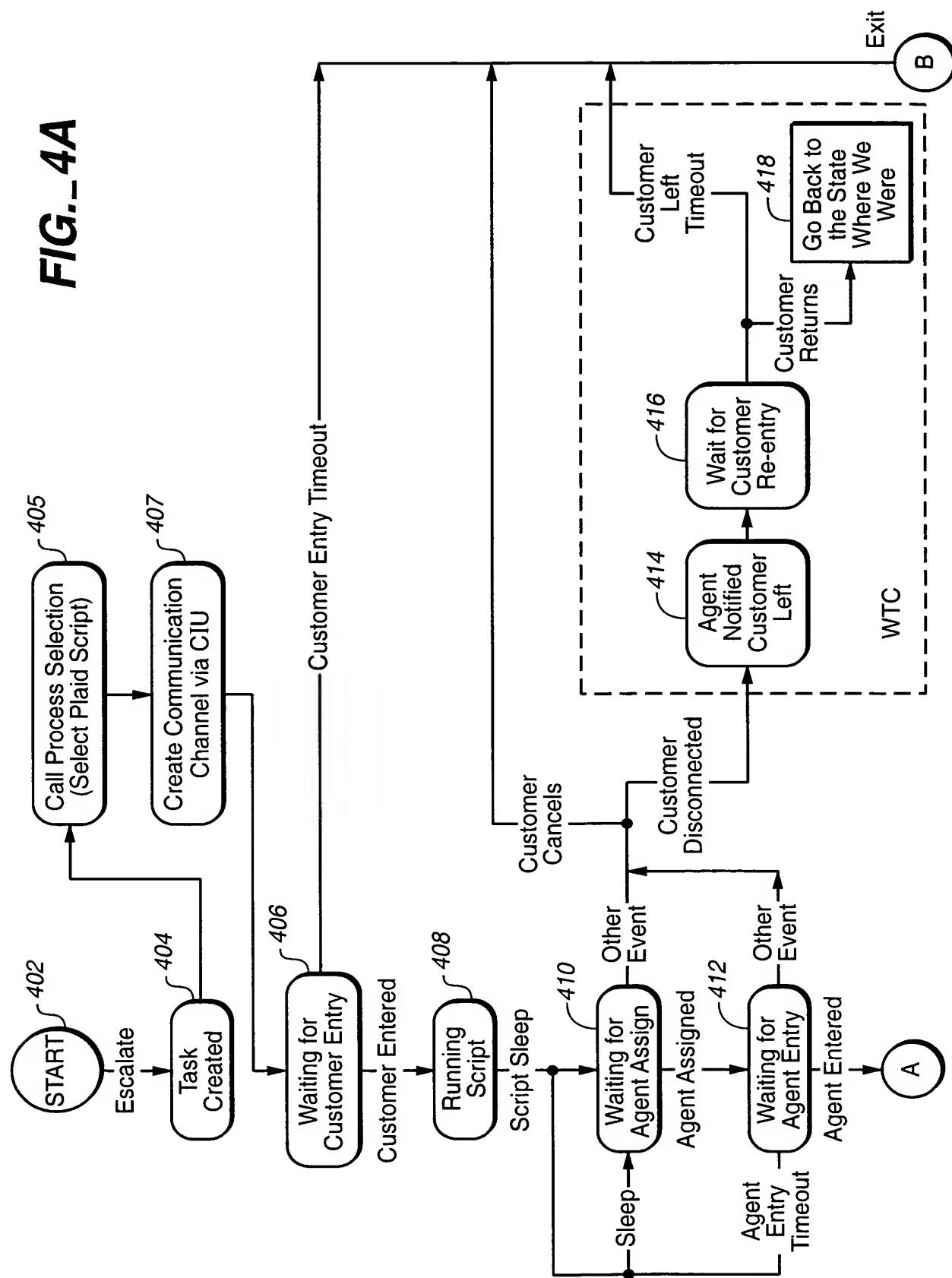


FIG._3D



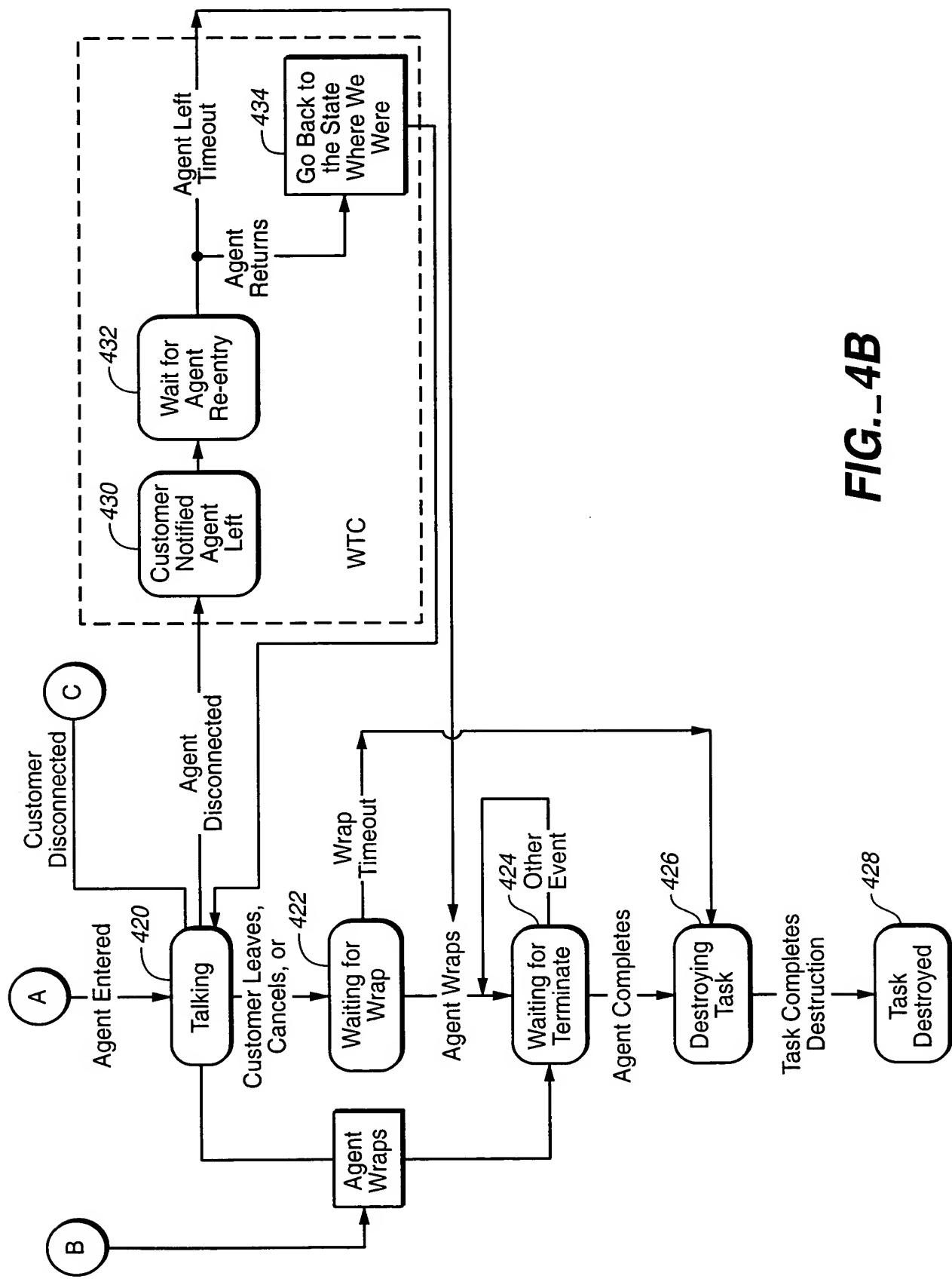


FIG._4B

FIG._5A

DailyActivityForWebACD
From 1/1/98 to 1/1/00

Date	Number Completed	Abandon Rate	Service Level	Signed-on Agents (avg)	% Idle	% Available	% Talk	% Wrap	Queue Time (avg)	Handle Time (avg)
8/19/98	62	31.1	93.5	2.52	0.39	28.98	70.58	0.04	00:03	04:10

FIG._5B

WebACDActivityOnDayX
Date: 8/19/98

Start	Stop	Completed	Abandoned	Signed-on Agents (avg)	Service Level	% Idle	% Available	% Talk	% Wrap	Queue Time (avg)	Handle Time (avg)
3:30:00PM	4:00:00PM	0.00	2.00	0.3	100.0	2.13	98.68	-1.62	0.81	00:00	00:00
4:00:00PM	4:30:00PM	24.00	12.00	6.1	100.0	1.95	47.36	50.45	0.24	00:05	02:20
4:30:00PM	5:00:00PM	36.00	12.00	10.7	88.9	0.59	78.61	20.77	0.02	00:02	05:09
5:00:00PM	5:30:00PM	2.00	0.00	3.7	100.0	0.00	16.21	83.75	0.04	00:02	08:21
5:30:00PM	6:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
6:00:00PM	6:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
6:30:00PM	7:00:00PM	0.00	1.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
7:00:00PM	7:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
7:30:00PM	8:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
8:00:00PM	8:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
8:30:00PM	9:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
9:00:00PM	9:30:00PM	0.00	1.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
9:30:00PM	10:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
10:00:00PM	10:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
10:30:00PM	11:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
11:00:00PM	11:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00

FIG._5C

DailyActivityForTaskTypeX
Task Type: lilly
From 1/1/98 to 1/1/00

Date	Number Completed	Number Abandoned	Route Time (avg)	Queue Time (avg)	Talk Time (avg)	Wrapup Time (avg)	Tasks in Queue (avg)	Tasks Being Handled (avg)	Abandon Rate	Service Level	Longest Wait Before Abandon	Average Wait Before Abandon
			00:01	00:03	02:57	00:00	0:00	50.0	100.0	02:31	00:08	
8/19/98	1	1										

FIG._5D

TaskTypeXActivityOnDayY
Task Type: Default
Date: 8/19/98

Start Time	End Time	Number Completed	Number Abandoned	Route Time (avg)	Queue Time (avg)	Talk Time (avg)	Wrapup Time (avg)	Tasks in Queue (avg)	Tasks Being Handled (avg)	Abandon Rate (%)
3:30:00PM	4:00:00PM	0	1	00:00	00:00	00:00	00:00	0.0	0.0	100.0
4:00:00PM	4:30:00PM	5	4	00:03	00:03	01:21	00:14	0.0	0.9	44.4
4:30:00PM	5:00:00PM	5	1	00:03	00:02	08:30	00:00	0.0	0.9	16.7
5:00:00PM	5:30:00PM	1	0	00:05	00:02	08:20	00:01	0.0	1.1	0.0
5:30:00PM	6:00:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
6:00:00PM	6:30:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
6:30:00PM	7:00:00PM	0	1	00:00	00:00	00:00	00:00	0.0	1.0	100.0
7:00:00PM	7:30:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
7:30:00PM	8:00:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
8:00:00PM	8:30:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
8:30:00PM	9:00:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	100.0
9:00:00PM	9:30:00PM	0	1	00:00	00:00	00:00	00:00	0.1	1.0	0.0
9:30:00PM	10:00:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
10:00:00PM	10:30:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0

FIG._5E

ActivityForAllTaskTypes
From 1/1/98 to 1/1/00

Task Type	Number Completed	Route Time (avg)	Queue Time (avg)	Talk Time (avg)	Wrapup Time (avg)	Tasks in Queue (avg)	Tasks Being Handled (avg)	Service Level (avg)	Abandon Rate	Longest Wait Before Abandon	Average Wait Before Abandon
Default	11	00:05	00:04	08:13	00:10	0.11	0.85	90.9	38.9	21:40	03:04
lilly	1	00:00	00:00	00:25	00:00	0.01	0.01	100.0	50.0	02:31	00:19
solo	6	00:04	00:05	01:40	00:00	0.06	0.06	100.0	25.0	00:00	00:00

FIG._5F

TaskForTaskTypeEx
Task Type: Default
From 1/1/98 to 8/19/98

Date	Original Task ID	Start Time	Task ID	Agent Name	Priority	Customer	Route Time	Queue Time	Talk Time	Wrapup Time	Queue Time in Threshold?	Abandoned?
8/19/98	1-2	3:57:18PM	1-2	mwells	30	mwells	00:55	00:00	00:00	00:00	Y	Y
	1-3	3:58:49PM	1-3	mwells	30	mwells	00:07	00:03	00:53	00:00	N	N
	1-4	3:59:45PM	1-4	mwells	30	mwells	00:01	00:06	00:05	00:01	N	N
	1-6	4:06:35PM	1-6	mwells	30	mwells	00:04	00:03	00:49	00:00	N	N
	1-7	4:07:50PM	1-7	mwells	30	mwells	00:01	00:02	00:22	00:01	N	N
	1-8	4:09:54PM	1-8	30	mwells	01:00	00:00	00:00	00:00	Y	Y	
			0	mwells2	00:00	mwells2	00:00	00:00	00:00	00:00	Y	Y
			0	mwells2	00:00	mwells2	00:00	00:00	00:00	00:00	Y	Y
			0	mwells2	00:00	mwells2	00:05	00:03	20:40	00:01	N	N
	1-9	4:10:51PM	1-9	mwells	30	nick	00:03	00:03	04:36	01:09	N	N
	1-12	4:18:30PM	1-12	nick	30	nick	00:00	00:00	00:00	00:00	N	N
			0	mwells	30	mwells2	00:04	00:03	09:38	00:01	N	N
			0	mwells	30	mwells2	00:00	00:00	06:39	00:00	N	N
	1-18	4:36:05PM	1-18	mwells	30	mwells	00:05	00:03	00:25	00:00	N	N
	1-20	4:38:58MP	1-20	mwells	30	mwells2	00:05	00:02	05:08	00:00	N	N
			0	mwells	30	mwells2	00:05	00:02	08:20	00:01	N	N
			0	mwells	30	mwells2	00:05	00:02	21:31	00:00	N	N
			0	mwells	30	mwells	00:59	02:00	00:00	00:00	Y	Y
	1-24	4:52:04PM	1-24	nick	30	mwells	00:05	00:02	00:00	00:00	N	N
	1-27	4:57:17PM	1-27	nick	30	mwells2	00:05	00:02	00:00	00:00	N	N
	1-30	6:08:34PM	1-30	30	mwells	00:09	00:09	00:00	00:00	Y	Y	
	1-31	9:20:04PM	1-31	30	mwells	00:59	02:00	00:00	00:00	Y	Y	

FIG._5G

TeamPerformanceByTaskType
From 1/1/98 to 1/1/00

Team	Task Type	% Idle	% Available	% Talk	% Wrapup	Sign-on Time (avg)	Endpoints (avg)	Number Handled (Total)	Number Handled Per Agent	Handle Time (avg)	Talk Time (avg)	Wrapup Time (avg)
Default	Default	0.06	22.62	77.28	0.04	4:27.59	1.08	12	6.00	37:23	37:21	00:01
	lilly							11	5.50	40:36	40:35	00:01
solo	solo	4.56	62.19	33.26	0.00	34:01	0.91	6	6.00	01:47	01:47	00:00

FIG._5H

TeamPerformanceByAgent
From 1/1/98 to 1/1/00

Team Name	Agent Name	Numbered Handled	Sign-on Time	Handle Time (avg)	Talk Time (avg)	Wrap Time (avg)	Endpoints (avg)	% Idle	% Available	% Talk	% Wrap
Default	mwells	7	30:10	04:18	04:18	00:00	1.01	0.00	5.19	94.78	0.01
	nick	5	06:43	00:57	00:56	00:00	0.31	0.00	80.33	19.21	0.12
solo	lilyal	6	16:47	00:09	00:09	00:00	0.57	3.77	62.19	33.26	0.00

FIG._5I

TaskForAgentX
From 1/1/98 to 8/19/98
Agent: nick

Date	Start Time	Task ID	Task Type	Priority	Customer Name	Route Time	Queue Time	Talk Time	Wrapup Time	Wait Time in Threshold?
8/19/98	4:18:30PM	1-12	Default	30	nick	00:03	00:03	04:36	01:09	Y
	4:37:00PM	1-19	lilly	30	mwells	00:01	00:03	02:57	00:00	Y
	4:47:20PM	1-22	Default	0	mwells2	00:00	00:00	06:39	00:00	Y
	4:52:04PM	1-24	Default	30	mwells	00:05	00:02	05:08	00:00	Y
	4:57:17PM	1-27	Default	30	mwells2	00:05	00:02	08:20	00:01	Y

